

## Freeform Search

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<b>Database:</b>	US Pre-Grant Publication Full-Text Database
	US Patents Full-Text Database
	US OCR Full-Text Database
	EPO Abstracts Database
	JPO Abstracts Database
	Derwent World Patents Index
	IBM Technical Disclosure Bulletins

  

<b>Term:</b>	L13 not I10	
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<b>Display:</b>	<input type="text" value="10"/>	<b>Documents in Display Format:</b>	<input type="text" value="CIT"/>	<b>Starting with Number</b>	<input type="text" value="1"/>
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**Generate:** ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

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### Search History

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**DATE:** Sunday, January 16, 2005    [Printable Copy](#)    [Create Case](#)

<u>Set</u> <u>Name</u>	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
<i>DB=PGPB; PLUR=YES; OP=ADJ</i>			
<u>L14</u>	L13 not I10	10	<u>L14</u>
<u>L13</u>	L12 same session	11	<u>L13</u>
<u>L12</u>	L11 same behaviour	58	<u>L12</u>
<u>L11</u>	(contact or call or service) near2 (center or system or service)	47637	<u>L11</u>
<u>L10</u>	L9 same behaviour	4	<u>L10</u>
<u>L9</u>	L8 same session	1408	<u>L9</u>
<u>L8</u>	(customer or consumer or user or client or participant or subscriber or person or individual) near30 (agent or representative)	31398	<u>L8</u>
<i>DB=USPT; PLUR=YES; OP=ADJ</i>			
<u>L7</u>	L6 same behaviour	1	<u>L7</u>
<u>L6</u>	L5 same session	930	<u>L6</u>
<u>L5</u>	(customer or consumer or user or client or participant or subscriber or person or individual) near30 (agent or representative)	42786	<u>L5</u>

<u>L4</u>	L2 same (agent or representative)	4	<u>L4</u>
<u>L3</u>	l2 same session	0	<u>L3</u>
<u>L2</u>	L1 same behaviour	49	<u>L2</u>
<u>L1</u>	(contact or call or service) near2 (center or system or service)	85886	<u>L1</u>

END OF SEARCH HISTORY

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<b>Term:</b>	l4 same (web or internet)	
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<b>Display:</b>	<input type="text" value="10"/>	<b>Documents in Display Format:</b>	<input type="text" value="Ti"/>	<b>Starting with Number</b>	<input type="text" value="1"/>
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**Generate:** ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

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**DATE:** Sunday, January 16, 2005    [Printable Copy](#)    [Create Case](#)

<u>Set</u> <u>Name</u>	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
side by side			
	<i>DB=USPT; PLUR=YES; OP=ADJ</i>		
<u>L5</u>	l4 same (web or internet)	47	<u>L5</u>
<u>L4</u>	l3 same session	127	<u>L4</u>
<u>L3</u>	l2 same (customer or consumer or user or client or participant or subscriber or person or individual)	1645	<u>L3</u>
<u>L2</u>	l1 same (representative or agent or sale)	2616	<u>L2</u>
<u>L1</u>	(contact or call or service) adj2 (center or system)	42147	<u>L1</u>

END OF SEARCH HISTORY

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(FILE 'HOME' ENTERED AT 18:27:21 ON 16 JAN 2005)

FILE 'COMPENDEX, COMPUAB, COMPUSCIENCE, DPCI, ELCOM, INSPEC' ENTERED AT  
18:30:00 ON 16 JAN 2005

FILE 'COMPENDEX, COMPUAB, COMPUSCIENCE, DPCI, ELCOM, EPFULL, INSPEC'  
ENTERED AT 18:30:16 ON 16 JAN 2005

L1 25999 S (CONTACT OR CALL OR SERVICE) (2A) (CENTER OR SYSTEM)  
L2 163 S L1(100A)BEHAVIOUR#  
L3 8 S L2(100A) (AGENT# OR REPRESENTATIVE# OR SALE#)  
L4 21477 S (CUSTOMER# OR CONSUMER# OR USER# OR CLIENT# OR PARTICIPANT# O  
L5 279 S L4(50A)SESSION#  
L6 1 S L5(50A)BEHAVIOUR#

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*STN search*